

Transcript: VICTORIA

Taylor-5600670352719872-4965329061068800

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. How are you doing this evening? Good. How are you? I'm doing just fine. This is Mikhail Grant, and I received an email from you guys the other day. And my wife's name wasn't spelled right and I just wanted to confirm with you guys you got the spelling correctly of my wife's name or that was just a typo error that was sent out? Okay. Um, what's the name of the agency you work for? Uh, MAU. And the last four of your Social? 3807. Okay. Uh, do you mind verifying your address and date of birth? 2000 Milgate Road, Anderson, South Carolina, 29621, 05/17/1963. And then phone number 864-245-3081? Yes, it is. Um, and then email is jeromegrant17@gmail.com. Yes, ma'am. Okay. Um, let's see. So I have Havel, A... Or, I'm sorry, H-A-V-E-L? It's H-A-Z-E-L. Okay. H-A, Z as in zebra, E-L? Yes, ma'am. Great. And then Grant. And then just to make sure, date of birth is January, January 1st, '68? Yes, it is. Okay. And then the last four of her Social is 4167. Yes. Okay. I will go ahead and update the spelling of her name. And was there anything else you needed help with? Um, no there wasn't any changes in there, in the, um, Benefits area. Correct. Um, give me one second. Okay. Oh. Hold on for a minute. Okay. Hello? I'm still here. Okay. I hung up on my wife. Okay. Yeah. Okay, I'm sorry. Yeah, I don't really- I'm just bothering to talk to you. Oh, I'm sorry. Go ahead. Oh, goodness. Hold on, my wife is calling me back. Okay. Hello. Are the phone disconnected or something? Yeah, I'm missing, um, I'm missing, um, disconnected you. What is the last four digits of your Social? Uh, 40167. Yeah, this is Benefit in the card. Hello, ma'am? Yes, sir. Okay. Did you hear her say the last four of her Social? Yes. Yeah. I got it here, correct on file. Um, I don't see any changes that were made. It looks like you are currently enrolled into the short-term disability for employee only, and then the critical illness and the term life were you and your spouse. Okay. Thank you very much. You're welcome. Did she- did she have my name spelled correctly? Now they do. Okay. Do you guys need help with anything else? No. I just want to confirm you did change the spelling of my wife's name, correct? Yes. H-A-V-E-L. Yes, ma'am. Yep. Okay. I went ahead and changed it. All right then. Thank you. Thank you. Bye-bye. Goodbye. Okay, later babe. All right. Thank you. Later.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Yes, Victoria. How are you doing this evening?

Speaker speaker_0: Good. How are you?

Speaker speaker_1: I'm doing just fine. This is Mikhail Grant, and I received an email from you guys the other day. And my wife's name wasn't spelled right and I just wanted to confirm with you guys you got the spelling correctly of my wife's name or that was just a typo error that was sent out?

Speaker speaker_0: Okay. Um, what's the name of the agency you work for?

Speaker speaker_1: Uh, MAU.

Speaker speaker_0: And the last four of your Social?

Speaker speaker_1: 3807.

Speaker speaker_0: Okay. Uh, do you mind verifying your address and date of birth?

Speaker speaker_1: 2000 Milgate Road, Anderson, South Carolina, 29621, 05/17/1963.

Speaker speaker_0: And then phone number 864-245-3081?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Um, and then email is jeromegrant17@gmail.com.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Okay. Um, let's see. So I have Havel, A... Or, I'm sorry, H-A-V-E-L?

Speaker speaker_1: It's H-A-Z-E-L.

Speaker speaker_0: Okay. H-A, Z as in zebra, E-L?

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Great. And then Grant. And then just to make sure, date of birth is January, January 1st, '68?

Speaker speaker_1: Yes, it is.

Speaker speaker_0: Okay. And then the last four of her Social is 4167.

Speaker speaker_1: Yes.

Speaker speaker_0: Okay. I will go ahead and update the spelling of her name. And was there anything else you needed help with?

Speaker speaker_1: Um, no there wasn't any changes in there, in the, um, Benefits area. Correct.

Speaker speaker_0: Um, give me one second.

Speaker speaker_1: Okay. Oh. Hold on for a minute.

Speaker speaker_0: Okay.

Speaker speaker_1: Hello?

Speaker speaker_0: I'm still here.

Speaker speaker_1: Okay. I hung up on my wife.

Speaker speaker_0: Okay.

Speaker speaker_1: Yeah. Okay, I'm sorry.

Speaker speaker_0: Yeah, I don't really-

Speaker speaker_1: I'm just bothering to talk to you.

Speaker speaker_0: Oh, I'm sorry. Go ahead.

Speaker speaker_1: Oh, goodness. Hold on, my wife is calling me back.

Speaker speaker_0: Okay.

Speaker speaker_2: Hello. Are the phone disconnected or something?

Speaker speaker_1: Yeah, I'm missing, um, I'm missing, um, disconnected you. What is the last four digits of your Social?

Speaker speaker_2: Uh, 40167.

Speaker speaker_1: Yeah, this is Benefit in the card. Hello, ma'am? Yes, sir. Okay. Did you hear her say the last four of her Social?

Speaker speaker_0: Yes. Yeah. I got it here, correct on file. Um, I don't see any changes that were made. It looks like you are currently enrolled into the short-term disability for employee only, and then the critical illness and the term life were you and your spouse.

Speaker speaker_1: Okay. Thank you very much.

Speaker speaker_2: You're welcome.

Speaker speaker_1: Did she- did she have my name spelled correctly?

Speaker speaker_2: Now they do.

Speaker speaker_1: Okay.

Speaker speaker_0: Do you guys need help with anything else?

Speaker speaker_1: No. I just want to confirm you did change the spelling of my wife's name, correct?

Speaker speaker_0: Yes. H-A-V-E-L.

Speaker speaker_1: Yes, ma'am.

Speaker speaker_0: Yep.

Speaker speaker_1: Okay.

Speaker speaker_0: I went ahead and changed it.

Speaker speaker_1: All right then.

Speaker speaker_2: Thank you.

Speaker speaker_0: Thank you. Bye-bye.

Speaker speaker_1: Goodbye. Okay, later babe.

Speaker speaker_2: All right. Thank you. Later.